

Overview of the Consumer Directed Employer (CDE) Project



In-Home Personal Care in Washington

In-Home Personal Care

People who live in their own homes may receive personal care through a home care agency or by employing an Individual Provider (IP) they select.

In-Home Personal Care Tasks

Individual Providers and Home Care Agency workers assist clients with tasks such as mobility, medication management, toileting, bathing, housework and meal prep.

Today we will be talking about Individual Providers

Individual Providers

- The client chooses the caregiver. Today if the caregiver qualifies, he or she contracts with Department of Social and Health Service (DSHS) to be an Individual Provider.
- Currently, the administrative functions of managing IPs are primarily handled by case management staff in the field offices around the state.

What is the Consumer Directed Employer?

Background on the CDE

- Bill 6199 was enacted during the 2018 legislative session
- Authorized the DSHS to contract a Consumer Directed Employer to serve as the employer for Individual Providers
- IP management responsibilities will move from DSHS and Area Agencies on Aging (AAAs) to the CDE

Benefits of the CDE

People who use DSHS services will have more time with their case managers to:

- *Better understand what services are available to help them meet their goals*
- *Develop person-centered service plans*
- *Explore other resources*

Benefits of the CDE (cont.)

Case management staff will have more time for:

- *Assessments*
- *Service planning*
- *Monitoring the participant's service plan*
- *Working with people to find the best resources available for them to meet their goals*

Benefits of the CDE (cont.)

Individual Providers will work with one organization who will handle:

- *Tracking background checks*
- *Payroll*
- *Tax reporting*
- *Tracking training requirements*
- *Managing work week limits*

What *will* change

- The CDE project will move the management of IPs from DSHS and AAA case management staff to the CDE
- IPs will no longer contract with DSHS. They will be employees of the CDE
- The CDE will be the legal employer of IPs

What *won't* change

- Clients will still select, schedule, and manage the work of their IP
- Clients may still select family members to be IPs
- Training requirements will remain the same for IPs
- Case managers will still do the assessments
- Case managers will still handle service planning and authorizations

CDE Management Functions

- Hiring IPs
 - Payroll
 - Background check tracking
 - Payroll tax deductions and reporting
 - Training support
- Managing overtime
 - Managing work week limits
 - Electronic Visit Verification for IPs

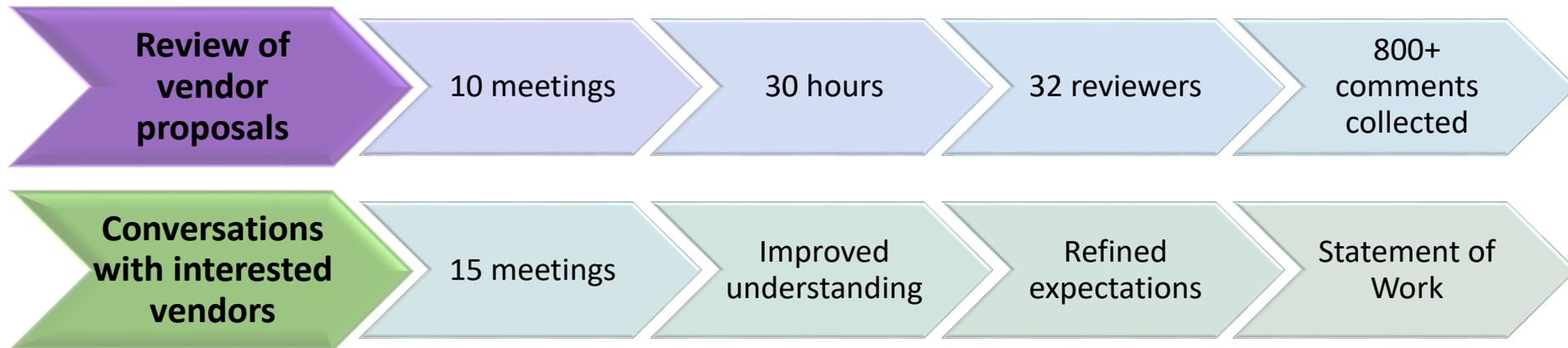
Consumer Directed Employer Vendor Procurement

Request For Proposal (RFP) Results

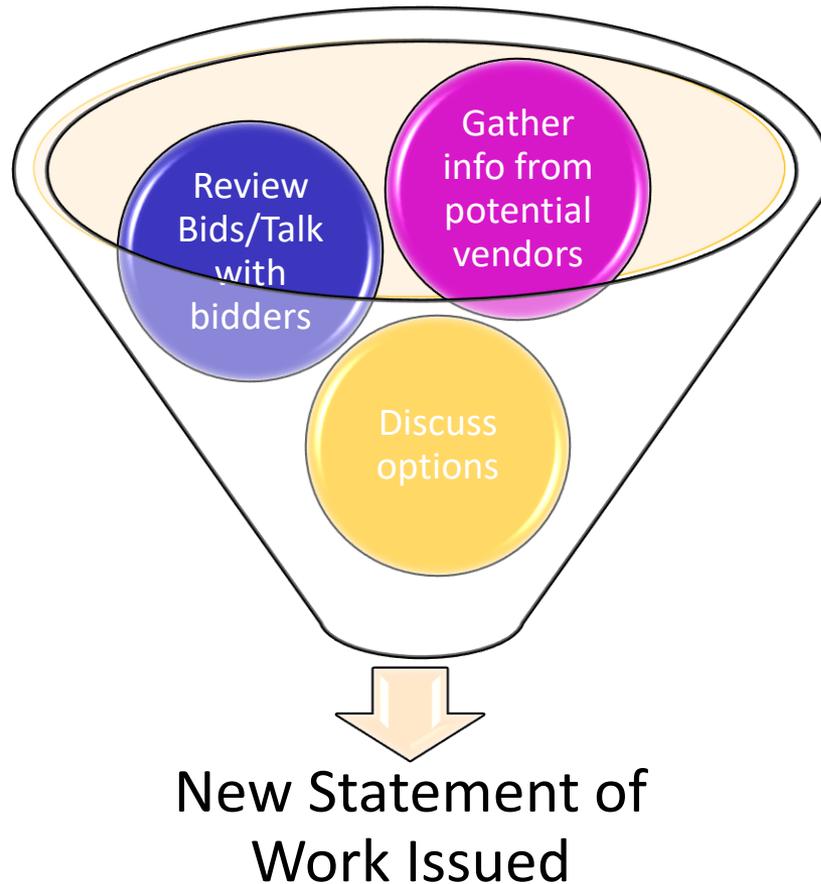
- Received bids from 2 vendors with deep experience in the home care industry
- Bidders did not fully understand all of the complex RFP requirements and DSHS business needs
- The financial proposals in each bid exceeded the available funding
- The CDE Project Sponsors canceled the competitive procurement

Vendor Procurement

DSHS then reviewed the vendor responses and entered into discussions with interested vendors



Revised Approach



Statement of Work

- Issued to the two interested vendors on 4/22/19
- Responses received from vendors on 5/20/19
- DSHS met with vendors on 5/28/19 – 5/29/19
- DSHS is evaluating the responses and will enter into contract negotiations in late June if one or both responses is deemed to be viable

Pros of Vendor Responses

- Commitment to client self direction
- Service levels were not diminished
- Have a much more realistic understanding of what this work requires
- Implementation and operational costs were significantly reduced
- Have an Electronic Visit Verification System ready to implement and have EVV experience in other states

Currently Reviewing

- System technology capabilities and capacity
- Financial stability and capacity
- Scalability of systems, process, and management team
- Extent of automation versus personal interactions

Next Steps

1. Final determination about whether to contract with one or both vendors
2. Contract negotiations and agreement
3. Vendor, staff, client, and IP implementation readiness activities
4. CDE implementation pilot
5. Phased implementation across the state
6. Full implementation by July 1, 2021

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<https://www.dshs.wa.gov/altsa/cde>

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